

20-000.B. EARLY FRAUD PREVENTION HOME CALL REFERRAL

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20-000.B.1 General

Public Assistance Fraud (PAF) Early Fraud Investigators will make home calls on all the following as part of the eligibility verification process, before eligibility has been established (except as otherwise exempt):

- All new CalWORKs applications, that are not obvious denials;
- All CalWORKs applicants whose case has been closed for longer than 12 months; and
- CalWORKs applicants who have previously received CalWORKs assistance in San Diego County within the last 12 months, **ONLY** if there is a suspicion of fraud and the HSS cannot resolve the issue.

The home calls conducted by PAF are an extension of the initial eligibility determination process. All new applications that are not obvious denials will be referred to PAF Early Fraud Investigators.

**20-000.B.2
Early Fraud
FRC Manager
Responsibility**

The Family Resource Center (FRC) Manager will ensure the following:

- The informing poster provided to FRC's, notifying applicants of a required home call verification by PAF, is placed in every lobby in which CalWORKs applications are accepted;
 - All CalWORKs intake packets include a Notice of Home Call by PAF (contents include the same wording as informing poster above) form 07-265 HHSA (Spanish on reverse);
 - Certification of CalWORKs applications will be held pending response form PAF; and
 - Cases granted presumptively are closely monitored and action to grant or deny is taken by the required 15 workdays from receipt of the immediate need request.
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**20-000.B.3
Fraud Referral
Tracking
System
(FRTS)**

The Fraud referral Tracking System is a web-based tool used by the HSS and PAF for transmitting fraud referrals and fraud related information. FRTS is also utilized by the Fraud referral "Hot Line" to generate fraud referrals.

**20-000.B.4
Early Fraud
Prevention
Home Call
Referral
Process**

In making a home call referral, the CalWORKs intake HSS will take the following action as appropriate:

Step	Action
1	Conduct the intake process and obtain the necessary documentation according to established procedures. See CPG 20-000.C.5.

2	<p>Initiate a referral via the Fraud Referral Tracking System (FRTS) for:</p> <ul style="list-style-type: none"> • All new CalWORKs applications, that are not obvious denials; • All CalWORKs applicants whose case has been closed for longer than 12 months; and • CalWORKs applicants who have previously received CalWORKs assistance in San Diego County within the last 12 months, ONLY if there is a suspicion of fraud and the HSS cannot resolve the issue. <p>These FRTS referrals must be completed no later than one (1) workday following the intake interview. Identify and resolve inconsistent information to the fullest extent possible.</p>
3	Take denial action when obvious ineligibility is identified.
4	<p>Provide within two (2) workdays copies of the following:</p> <ul style="list-style-type: none"> • Form 16-2A; • CA2.1Q • Applicant/recipient's photo identification card (if available) • Relevant supporting documentation of suspected fraud allegations, if appropriate.
5	Comply with current immediate need requirements. Cases in which immediate need is issued are to be granted presumptive eligibility.
6	Ensure that certification of CalWORKs applications is withheld pending response from PAF. Cases granted presumptively must be monitored and action to grant or deny must be taken by the required 15 workdays from receipt of the immediate need request.
7	Take appropriate case action when the PAF response is received.

20-000.B.5
FRTS PAF
Responsibility

The PAF Investigator will:

Step	Action
1	Complete all CalWORKs New Application home call referrals. New Application referrals will not be rejected by PAF.
2	Leave his/her business card if the applicant/recipient is not home and proceed to make any collateral contacts. If the applicant/recipient is not home when the second home call attempt is made, another business card will be left with a note on it for the applicant/recipient to call the investigator.
3	Inform the HSS if the applicant/recipient fails to contact or cooperate with the PAF Investigator, in order for the HSS to evaluate appropriate denial action.
4	Provide the intake HSS a FRTS report on the results of the home call within 10 workdays.

**20-000.B.6
Prior PAF
Denial
Reapplies**

When a applicant/recipient reapplies after being denied aid for failing to cooperate with the PAF home call or the investigation identified information that caused a denial, the HSS will initiate another "New App" FRTS referral following the instructions in **Early Fraud Prevention Home Call Referral Process** above. Include the prior FRTS referral number in the narrative.

**20-000.B.7
Early Fraud
Exemption**

Needy and non-needy relative caretakers whose application includes a **child placed with the relative by a CPS social worker** will not be included in the home call project referral process. The Placement may be voluntary or court ordered, but an active Children's Services case is required for this exemption. However, if fraud is suspected on these new applications, a PAF referral is to be done.